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7 Preventive Maintenance

Caution • PROTECT YOUR FACTORY WARRANTY!

The recommended maintenance procedures must be performed to maintain the factory warranty. Other than the recommended cleaning procedures described in this manual, allow only Zebra authorized technicians to service the Printer.

NEVER loosen, tighten, adjust, or bend, etc., a part or cable inside the printer.

NEVER use a high-pressure air compressor to remove particles from the printer.

7.1 Cleaning the Printer

Clean the Printer using the Cleaning Cards provided. The regular use of these cards will clean and maintain important parts of the printer that cannot be reached, including the Printhead, Transport Rollers, and optional Magnetic Encoder Station.

Printer usage (total number of cards printed and total number of cards laminated) can be found on the printer's Properties, Device Information tab. To access the Device Information tab, select *Start > Printers and Faxes*. Then right-click on the *Zebra ZXP Series 8 Card Printer* listing, and select *Properties > Device Information.*

7.1.1 When to Clean

- X-Roller and Y-Roller cleaning should occur every 5000 cards.
- Heated Roller cleaning should occur every 20000 cards. Note that a Heated Roller Cleaning Card is not supplied with the printer; order Zebra Cleaning Card Kit P/N 105999-801.

7.1.2 Cleaning the Rollers

Note • Do not use previously used cleaning cards.

Step 1. To initiate the cleaning process.

a. Press the MENU button on the Operator Control Panel (OCP). The OCP will display the Main Menu.

b. Scroll through the Main Menu, and select Advanced Settings. The OCP will display the Advanced Settings Menu.

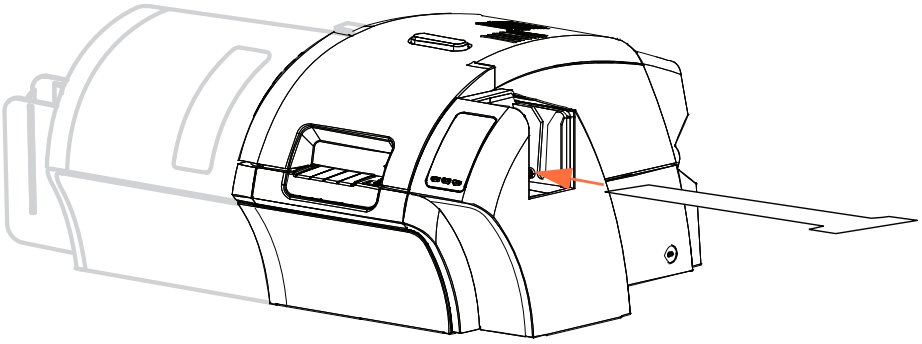
c. Scroll through the Advanced Settings Menu, and select Clean Printer. The OCP will display the Clean Printer Menu.

Step 2. To clean the X-Drive Rollers.

a. Select *Clean Side Card Path* to run the X-Roller Cleaning Routine.

b. Use the X-Roller Cleaning Card.

c. Follow the OCP instructions.



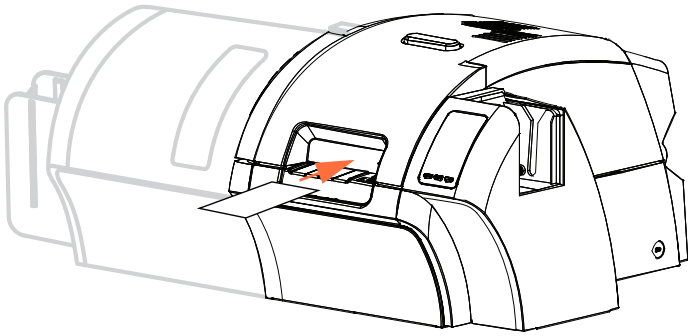
d. When complete, the OCP will return to the Clean Printer Menu.

Step 3. To clean the Y-Drive Rollers.

a. Select *Clean Front Card Path* to run the Y-Roller Cleaning Routine.

b. Use the Y-Roller Cleaning Card.

c. Follow the OCP instructions.



d. When complete, the OCP will return to the Clean Printer Menu.

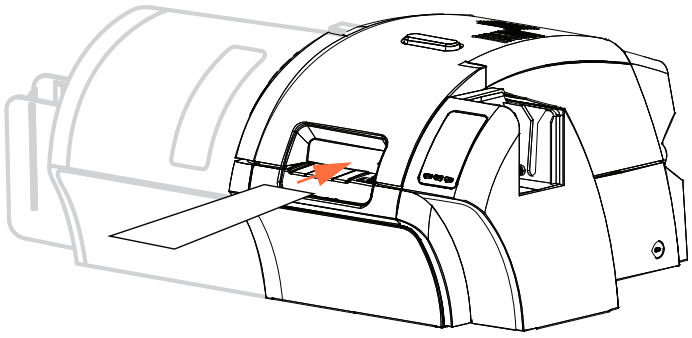
Step 4. To clean the Heated Rollers.

NOTE • To avoid a long wait while the Heated Rollers cool to 70°C, perform cleaning before the rollers heat; i.e., when first turned on and the rollers are still cold.

a. Select *Clean Transfer Path* to run the Heated Roller Cleaning Routine.

b. Use the Hot Roller Cleaning Card.

c. Follow the OCP instructions.



d. When complete, the OCP will return to the Clean Printer Menu.

e. Then use the Hot Roller Cleaning Card to clean the Platen; see page 312.

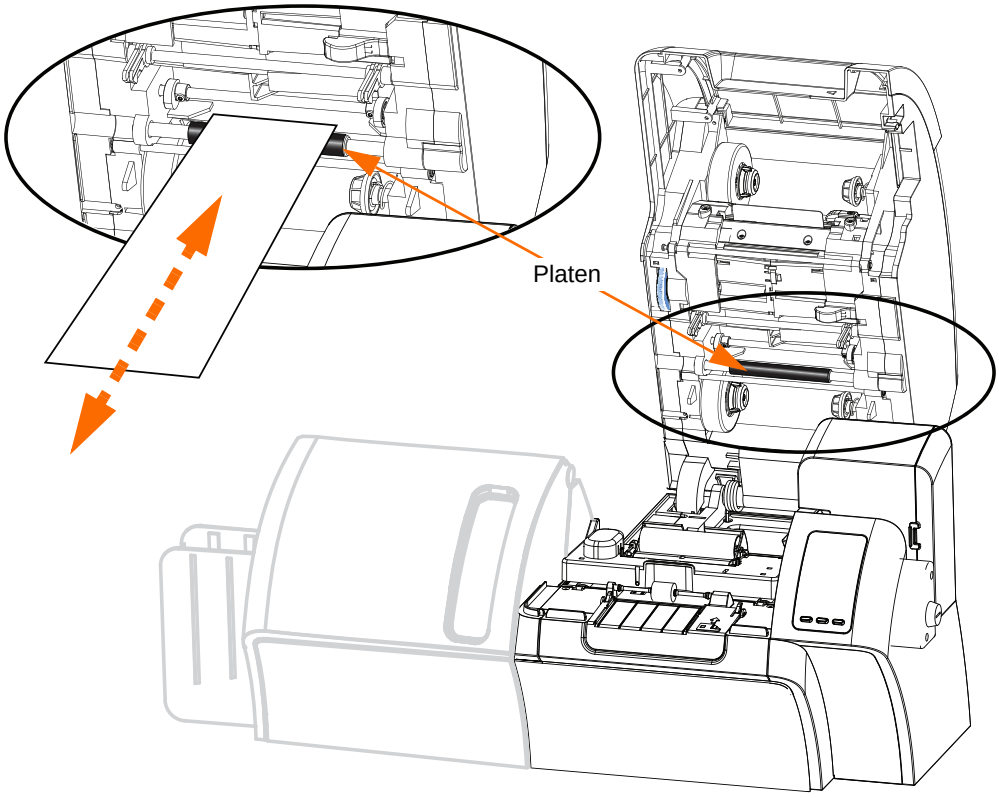
Exit the Printer Menus by selecting RETURN at each menu level (Clean Printer Menu, Advanced Settings Menu, and Main Menu).

7.1.3 Cleaning the Platen

Step 5. Open the printer Door.

Step 6. Remove the Transfer Film.

Step 7. Manually run the Hot Roller Cleaning Card over the Platen.



Step 8. Re-install the Transfer Film.

Step 9. Close the printer Door.

7.2 Cleaning the Laminator

Note • To order a **Laminator Cleaning Kit**, see the *Media List* on the **User Documentation and Drivers CD** supplied with this printer.

7.2.1 Initiate the cleaning process:

NOTE • To avoid a long wait while the Card Transport Rollers cool to 60°C, perform cleaning before the rollers heat; i.e., when first turned on and the rollers are still cold.

Step 1. Press the MENU button on the Operator Control Panel (OCP). The OCP will display the Main Menu.

Step 2. Scroll through the Main Menu, and select Advanced Settings. The OCP will display the Advanced Settings Menu.

Step 3. Scroll through the Advanced Settings Menu, and select Clean Printer. The OCP will display the Clean Printer Menu.

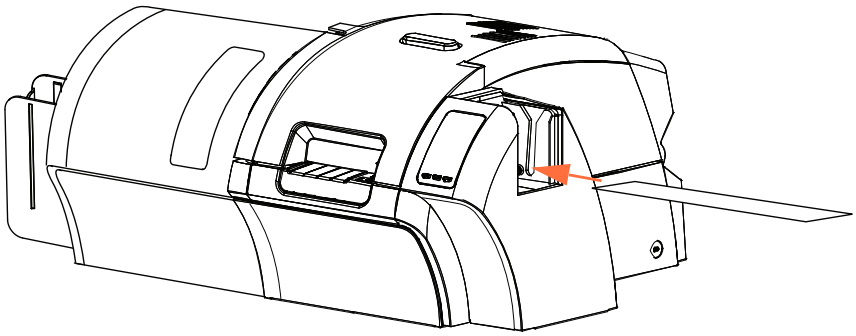
7.2.2 Cleaning: Laminator

The default cleaning interval is once every 5000 cards.

Step 1. Select *Clean Laminator* to run the Laminator Cleaning Routine.

Step 2. Use the Laminator Cleaning Card in the Laminator Cleaning Kit.

Step 3. Follow the OCP instructions.



Step 4. When complete, the OCP will return to the Clean Printer Menu.

7.2.3 Cleaning: Laminator Media Feed Rollers

The default cleaning interval is once every 5000 cards.

Step 1. Select *Clean Lam Rollers* to run the Laminator Roller Cleaning Routine.

Step 2. Lift the Laminator Door to its upright position.

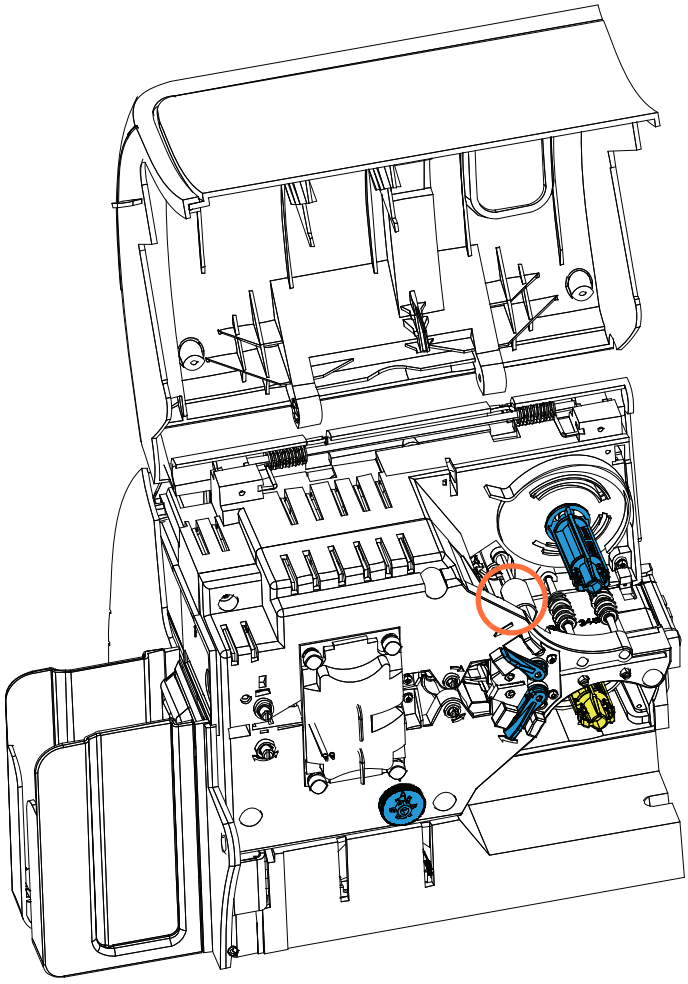
Step 3. Remove the Laminate Cassette(s).

Step 4. Leave the Laminator Door open

Step 5. Use the Cleaning Swab in the Laminator Cleaning Kit. Bend the swab to release the cleaning fluid.

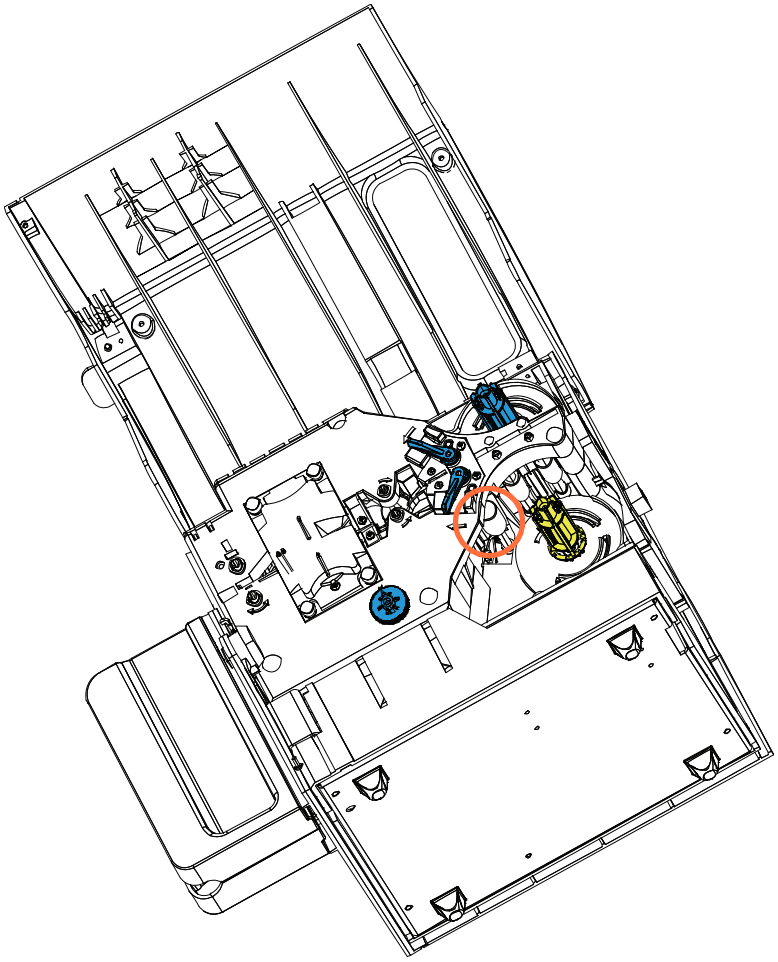
Step 6. Press *Next* when ready, then press *Top*.

Step 7. Clean the top media roller (circled below) by moving swab tip side-to-side as it turns five full revolutions. Only use moderate force.



Step 8. For the dual-sided laminator only:

a. Locate the roller (circled below) for the lower cassette.



b. Use a second Cleaning Swab in the Laminator Cleaning Kit. Bend the swab to release the cleaning fluid.

c. Press *Bottom*.

d. Clean the bottom media roller by moving swab tip side-to-side as it turns five full revolutions. Only use moderate force.

e. When the operation is complete, press *Exit*.

Step 9. Reinstall the Laminate Cassette(s).

Step 10. Close the Laminator Door.

7.2.4 Cleaning: Heater Assembly Rollers

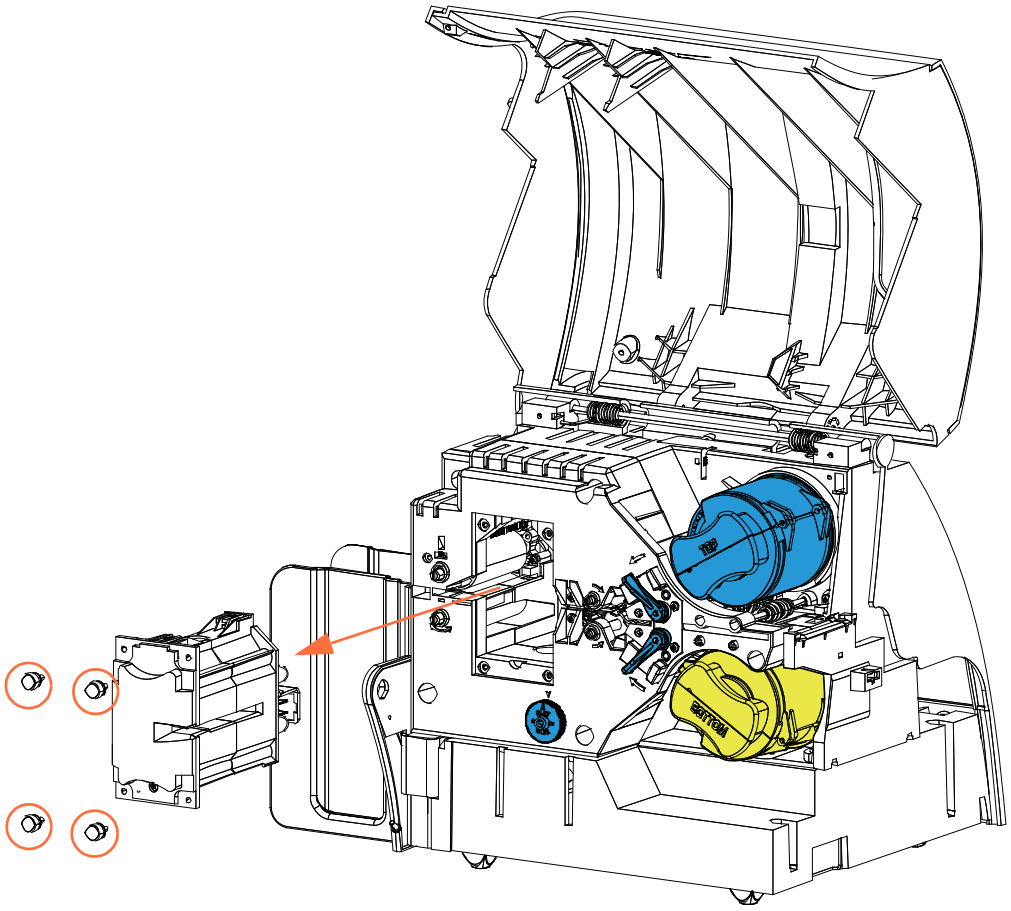
The default cleaning interval is once every 20,000 cards.

Step 1. Select *Clean Lam Oven* to run the Laminator Oven Cleaning Routine.

Step 2. Observe the OCP, and wait until the laminator temperature goes below 60°.

Step 3. Lift the Laminator Door to its upright position.

Step 4. Remove the four thumb screws (circled below) holding the Heater Assembly in place.

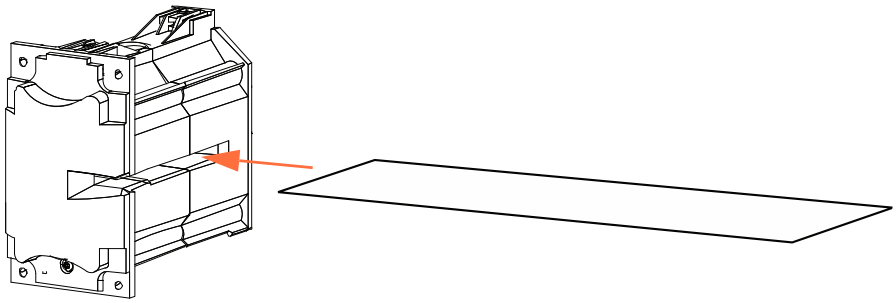


Step 5. Slide the Heater Assembly out of the Laminator (arrow above).

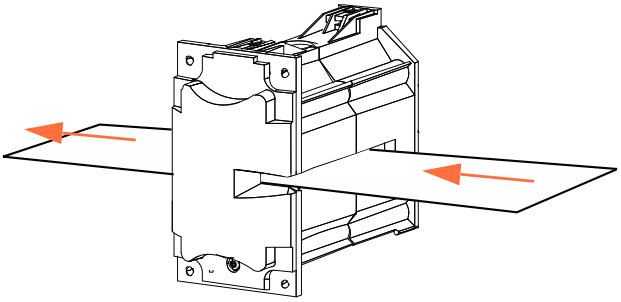
Step 6. Use the Laminator Hot Roller Cleaning Card (with adhesive) in the Laminator Cleaning Kit.

Step 7. Prepare the card for use.

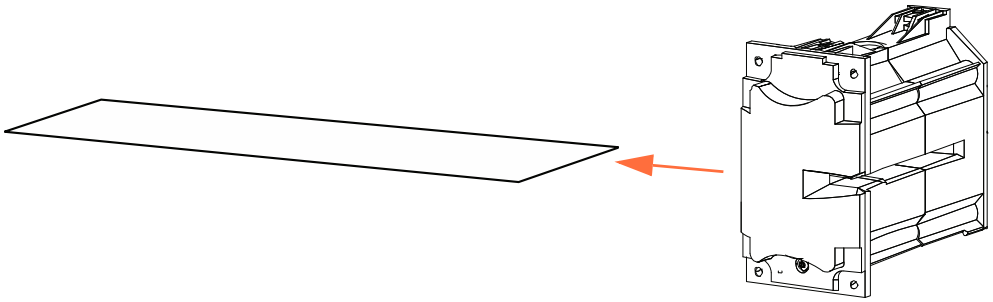
Step 8. Insert the card into the slot (arrow below), adhesive side down.



Step 9. Pull the card all the way through the Heater Assembly thereby cleaning the heater rollers.



Step 10. Remove the card from the Heater Assembly.



Step 11. Turn the card over, adhesive side up; and repeat Step 8, Step 9, and Step 10.

Step 12. Reinstall the Heater Assembly.

Step 13. Close the Laminator Door.

Step 14. Press *Exit* on the OCP when done.

7.3 Cleaning the Printhead

Printhead cleaning removes deposits when print anomalies persist. To avoid deposits, only use foam-tipped swabs or pens.

Caution • Never use a sharp object or any abrasive to scrape deposits from the Printhead. Permanent damage to the Printhead will result.

Caution • Do not touch the Printhead if the printer has been in service in the last 10 minutes. It could be very hot and cause a burn.

Step 15. Place the printer power switch in the OFF (◯) position.

Step 16. Open the Door, and remove the print ribbon.

Step 17. Bend the Cleaning Swab to release the cleaning fluid.

Step 18. Clean Printhead by moving Cleaning Swab tip side-to-side across the Printhead elements. Only use moderate force. To re-order Cleaning Swabs, see the *Media List* on the **User Documentation and Drivers CD** supplied with this printer.

Step 19. Reinstall the print ribbon, and close the Door.

Step 20. Place the printer power switch in the ON (|) position.

7.4 Card Cleaning Cartridge

The Card Cleaning Cartridge cleans the cards entering the printer through the card feeder. To ensure print quality, the card cleaning roller requires periodic replacement. New card cleaning rollers are included with each print ribbon or may be purchased separately. (To reorder, refer to the *Media List* on the **User Documentation and Drivers CD** supplied with this printer.)

Installation of the Card Cleaning Cartridge is described in Section 2.3.4 and is not repeated in detail here.

Note • Before replacing the Card Cleaning Cartridge or its adhesive roller, clean the Printer using the Cleaning Cards as described earlier in this chapter.

7.5 Cleaning Roller

The Card Cleaning Roller cleans the cards entering and exiting the Transfer Station. To ensure print quality, the card cleaning roller requires periodic replacement. A new card cleaning roller is included with each print ribbon or may be purchased separately. (To reorder, refer to the Media List on the **User Documentation and Drivers CD** supplied with this printer.)

Instructions for installation of the Card Cleaning Roller begin on the next page.

2.3.5 Installing the Cleaning Roller

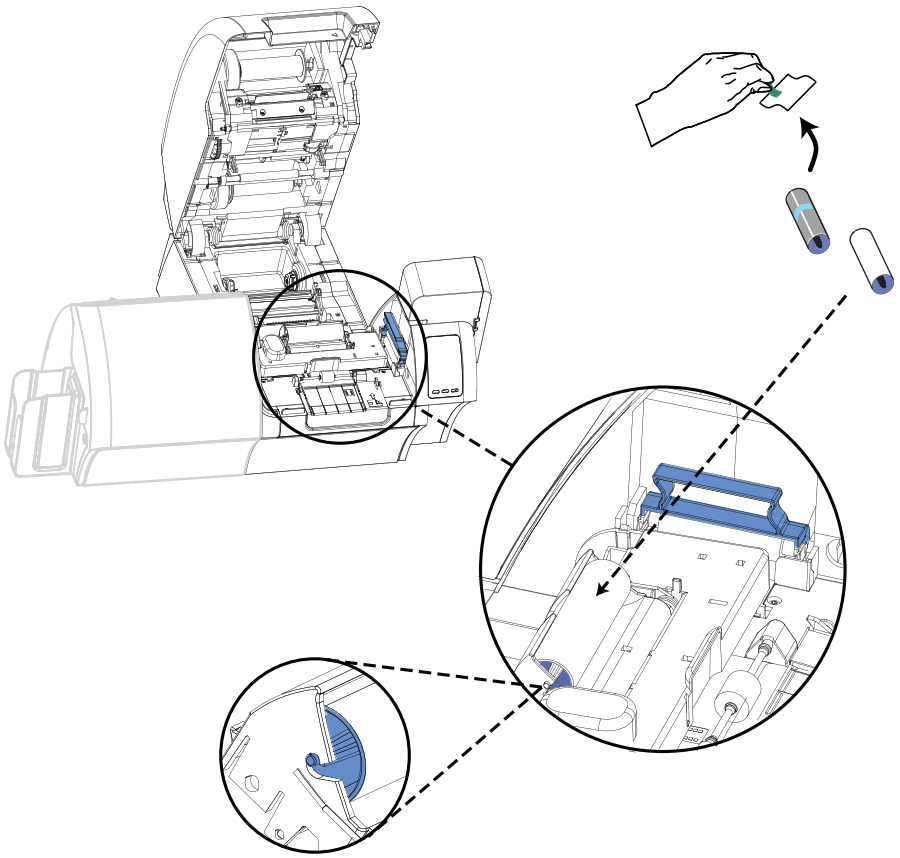
The Cleaning Roller cleans the cards entering the Printer from either the Input Hopper or the Single-Feed Input.

Step 1. Remove the Cleaning Roller from its packaging. To avoid contamination, always hold the roller by the ends.

Step 2. **Peel the protective wrapper from the Cleaning Roller.**

Step 3. Open the Printer Door by pressing the Door Release button on the top of the Printer.

Step 4. Locate the area where the Cleaning Roller will be installed; circled below.



Step 5. Hold the Cleaning Roller by the ends.

Step 6. Position the ends of the Cleaning Roller in the slots.

Step 7. **Push down until the roller fully seats and latches.**

Step 8. Close the Printer's Door.